

Customer Stories

Homeless Interventions service

The B&B Interventions team help customers with:

- Benefits claims
- Budgeting
- Maximising Income
- Applications for rent in advance and deposit
- Referrals into employment services
- Removals
- (And in some cases) Essential goods

*“Communications were very **prompt** and my application for a deposit was **processed very quickly**”*

Families are encouraged to look for their own affordable accommodation, and are offered links, tips and contacts. Once a property is found, the team take over the negotiations with the landlord and ‘firm up’ the financials.

*“An **excellent** service, I am thankful for the help provided with finding and securing my new property”*

Below are the cases of two homeless applicants, who were residing in emergency accommodation and have been assisted back into the

private sector.

Ms R:

As a result of a house fire that had destroyed her furniture and possessions, Ms R had been made homeless. She was pregnant at the time and had recently had to end their self-employed work for health reasons. Having always been employed, she was unfamiliar with the benefits system, so although Ms R initially wanted to search for private rented accommodation, she was concerned if she could

“Really helpful, I’ve seen a few properties already”

*“Working with the service **led to a result**, I am now looking forwards to moving into my new home”*

afford the rent on her income. The customer was assisted to make a claim for benefits and we were able to estimate her entitlements going forward. After actively searching and several unsuccessful viewings customer was able to move into a property she found as suitable and we negotiated with the agent and paid the deposit and rent in advance on Ms R’s behalf. Ms R also required assistance with white goods (fridge, cooker) and carpets, which we were able to arrange through the Discretionary Housing Payments team.

Mrs R2:

Mrs R had secured private rented accommodation in Sutton. We were successfully able to secure the property Mrs R2 had found, despite the landlord initially not wanting the tenant to be on benefits. Mrs R2 cares for her daughter who is disabled and the new property is specially adapted for wheelchair use and other mobility and breathing equipment fitted by Croydon Medical services.

*“It is the **best** event I’ve ever been to, really helpful, all my questions were answered”*